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## VISN 20 2009 Annual Report





#### Message from our Network Director

On behalf of the more than 9,000 employees who comprise the VA Northwest Health Network, I am pleased to present VISN 20's Annual Report. In the 8 months I had the privilege of serving as VISN 20's Network Director during calendar year 2009, I was humbled by the Veterans we serve, having the opportunity to meet many of them and their family members.

There have been many positive changes in VISN and VHA this year. Within our Network, our goals have remained constant: increase access, ensure quality, and provide our Veteran clients the best possible, patient-centered care. In this regard, VA, under the direction of Secretary Shinseki, has been rolling out some ambitious and highly focused priorities, to include 13 major initiatives as follows:

1. Eliminate Veteran homelessness
2. Enable 21st century benefits delivery and services (e.g., backlog reduction)
3. Automate GI Bill benefits
4. Implement Virtual Lifetime Electronic Records (VLER) to enhance partnerships with DoD and others
5. Improve Veteran mental health
6. Build Veteran Relationship Management (VRM) capability to enable convenient, seamless interactions
7. Design a Veteran-centric health care model and right-sized infrastructure to help Veterans navigate the health care delivery system and receive coordinated care
8. Expand health care access for Veterans, including women and rural populations
9. Ensure preparedness to meet emergent national needs (e.g., hurricanes, H1N1 virus)
10. Develop capabilities and enabling systems to drive performance and outcomes
11. Establish strong VA management infrastructure and integrated operating model
12. Transform human capital management
13. Perform research and development to enhance the long-term health and well-being of Veterans

One method for addressing many of these goals is the Medical Home. The Medical Home, A.K.A. "Patient-Centered Medical Home," is defined as an approach to providing comprehensive primary care that facilitates partnerships between individual Veterans and their providers, and when appropriate, the patient's family.

The Medical Home Model for Primary Care is a concept born in the late 60s and revived in the last several years. The general idea is what most of us would probably envision if we were asked to describe the perfect primary care practice.

In the Medical Home Model, care is coordinated across all elements of a complex health care system (specialty care, hospitals, home health agencies, nursing homes) and the patient's community (family, public and private community-based services). It is facilitated by registries, information technology, health information exchange and other means to assure that patients get appropriate services when and where they need and want them, in a culturally and linguistically appropriate manner.

Quality and safety are hallmarks of the medical home. An additional core principle is that delivery of primary care will be more team-approached, something that is already happening in much of VA; however, there will likely be more emphasis on management of panels or populations possibly via groups and classes. In VISN 20, the use of shared medical appointments is an example of how we have already begun exploring this concept.

Recently, the VISN dedicated \$5 million for improvements in primary care access as the first step to supporting the Medical Home Model and other transformational initiatives. Additional resources have also been set aside to provide for the implementation of a Group Practice Model; the redesign of our patient transfer system; the development of a bed board (which will allow us to assess bed availability across the VISN in real time) and the establishment of partnerships with private sector health care facilities in areas where we have limited abilities to provide specialty care, a concept known as "Hospital within a Hospital."

A model for managing Fee care, developed at the Alaska VA Health Care System, has also been accepted for implementation across the VISN. Known as the "Alaska Fee Model", this process will allow us to maximize internal resources, while better monitoring and coordinating the care of patients referred to community facilities. It will also allow us to better recognize when the time is right to bring Veterans back to one of our facilities or return them home, with appropriate and consistent follow up care.

I look forward to meeting more of you in the months and years ahead. Thank you for what you do to support our efforts. It is an honor and a great privilege to work with and serve you.

Sincerely,

**Susan Pendergrass, DrPH**  
Network Director

## Core Values

As an integral component of VHA, VISN 20 recognizes the need for a clear sense of mission and vision for the future and an understanding of the core values that motivate us as follows:

**Trust.** Trust means having a high degree of confidence in the honesty, integrity, reliability and sincere good intent of those with whom we work, of those whom we serve, and the system of which we are a part. Trust is the basis for the caregiver-patient relationship and is fundamental to all that we do in health care.

**Respect.** Respect means honoring and holding in high regard the dignity and worth of our patients and their families, our co-workers, and the system of which we are a part. It means relating to each other and providing services in a manner that demonstrates an understanding of, sensitivity to, and concern for each person's individuality and importance.

**Excellence.** Excellence means being exceptionally good and of the highest quality. It means being the most competent and the finest in everything we do. It also means continually improving what we do.

**Compassion.** Compassion means demonstrating empathy and caring in all that we say and do in responding to our co-workers, our patients and their families, and all others with whom we interact.

**Commitment.** Commitment means meaningful engagement with co-workers, Veterans and families. It includes a promise to work hard to do all that we can in accordance with the highest principles and ethics governing the conduct of the health care professions and public service. It is a pledge to assume personal responsibility for our individual and collective actions.



## VHA Vision Statement

To be a patient-centered integrated health care organization for Veterans providing excellent health care, research, and education; an organization where people choose to work; an active community partner; and a back-up for National emergencies.



## VHA Mission Statement

Honor America's Veterans by providing exceptional health care that improves their health and well-being.



## Who We Are

VISN 20, the VA Northwest Health Network, includes the states of Alaska, Washington, Oregon, most of Idaho, and one county each in Montana and California. Our 135 counties cover approximately 23% of the United States land mass. 86% of the counties are classified as having medically underserved areas or containing medically underserved populations.

Our network of health care facilities is comprised of 8 medical centers (including 2 complex care hospitals); 1 independent outpatient clinic; 1 rehabilitation center; 33 operational Community Based Outpatient (CBOCs) and/or part-time Outreach Clinics and 2 mobile clinics. Other services include 5 nursing home care units, 2 homeless domiciliaries and 16 readjustment counseling centers.

## VISN 20 Stats at a Glance

- Square Miles: 805,126.22
- States: 6 (135 counties)
- Senators: 8
- Congressional Districts: 17
- Veteran Service Organizations: 32
- VBA Regional Offices: 4
- VA Cemeteries: 6
- State Cemeteries: 3
- Vet Centers: 16

The VA NW Health Network continuously strives to improve access, quality, patient satisfaction and wellness to better serve the Veterans of the Pacific Northwest.

## Whom We Serve

Approximately 1,180,000 Veterans live in the Pacific Northwest and Alaska, 30% of whom received health care services in FY 2009. Our medical centers currently operate 1,655 inpatient beds, including acute medical/surgical, domiciliary, mental health, nursing home and rehabilitative care.

VISN 20 facilities recorded approximately 33,000 hospital admissions in FY 2009 and 2.7 million outpatient visits.

### A Day in VISN 20 Includes:

- 8,471 outpatient visits
- 592 inpatients
- 30,411 lab visits
- 14,500 prescriptions dispensed
- 55 surgical procedures
- 616 radiology images
- 682 nursing home residents

### Veterans Profile:

- Average age is 60.8 years
- 46.6% are service connected for disabilities
- 31.7% are not service connected, but are considered low income
- 39.8% are age 65 or older
- 7.2% female, 92.8% male



## Special Programs

VISN 20 is proud to support a wide variety of special programs designed to provide better care and services to Veterans. Although we primarily serve residents of the Pacific Northwest and Alaska, we also accept patients from across the nation. Our medical centers provide a full range of patient care services, with state-of-the-art technology as well as education and research. Although our facilities vary in size and complexity, across the VISN, a full continuum of services are currently being offered in the following areas:

- Spinal Cord Injury Treatment (Puget Sound)
- Regional Amputation Center of Excellence (Puget Sound)
- Mental Illness Research Education & Clinical Center (MIRECC) (Puget Sound & Portland)
- Prosthetics & Amputation Therapy (Puget Sound)
- Polytrauma Level 2 Center (Puget Sound)
- Deployment Health Clinic Hub (Puget Sound)
- Residential Blind Rehabilitation (Puget Sound)
- Substance Abuse Treatment & Education (Puget Sound)
- Alzheimer's Disease Research & Treatment (Puget Sound)
- Center for Ethics (Puget Sound)
- Gulf War Illness Treatment & Case Registry (Puget Sound)
- Bone Marrow Transplant Program (Puget Sound)
- Lung Transplant Program (2010) (Puget Sound)
- Portland Alcohol Research Center (Portland)
- National Center for Rehabilitative Auditory Research (Portland)
- Pacific NW Mental Illness Research Education and Clinical Center (Portland & Puget Sound)
- NW Parkinson's Disease Research Education and Clinical Center (Portland & Puget Sound)
- Multiple Sclerosis Centers Of Excellence (Portland & Puget Sound)
- Hospital at Home (Portland)
- Liver and Renal Transplant Program (Portland)

## Sharing Agreements

- Alaska HCS has sharing agreements with the Air Force and Army, and belongs to the Alaska Federal Health Care Partnership (AFHCP).
- Boise VAMC has a sharing agreement with Mountain Home Air Force Base. JIF funds were used to purchase a mobile MRI scanner that is now shared between the AFB and Boise VAMC.
- The Portland VAMC has a joint project with Madigan Army Medical Center (MAMC), Womack Army Medical Center (WAMC) and the National Center for Rehabilitative Auditory Research (NCRAR). JIF funding is being used.
- VA Puget Sound has multiple sharing initiatives, agreements and Memos of Understanding (MOUs) with Madigan Army Medical Center.
- Spokane VAMC has sharing agreements with Fairchild AFB, the local Guard and Bremerton Naval Reserve units for training of DoD personnel, and the local Reserve unit for use of VA space on weekends.



## Academic Affiliations

VISN 20 facilities maintain active partnerships with two major academic centers (Oregon Health & Science University and the University of Washington), and an additional 300 affiliations exist with both regional and national academic institutions. In FY 2009, VISN 20 trained in excess of 4,000 University residents, interns, students and allied health care professionals.

VISN 20 began the 2009 academic year with over 350 residents.

# Clinical Excellence

## Access

- Activated 2 new Community Based and/or Outreach Clinics
- Increased enrollment in Care Coordination Home Telehealth (CCHT) by 7%. CCHT facilitates the transfer of medical information from an alternate location, such as the Veteran's home, to the VA Medical Center where they receive care
- Decreased diversion hours by 11%
- Decreased patient transfer times by 50%
- Established Same Day Medical Appointments at 12 locations
- Activated Home-Based Primary Care programs at 4 locations (Boise, Walla Walla, White City, Spokane and Roseburg), bringing the total number to 7
- Veterans using Telehealth increased 265%; encounters increased 164%
- Served 26,355 Operation Enduring and Iraqi Freedom Veterans, an increase of 42%
- Received in excess of \$13M in supplementary funding for rural health projects
- In its ninth year, the Alaska VA Health Care System and Regional Office and Elmendorf Air Force Base continue to enjoy one of the largest medical sharing agreements in the VA. In FY 2009, 662 Veterans and 987 DoD beneficiaries were admitted to the joint venture hospital at Elmendorf



## Patient Safety

- Completed 67 Root Cause Analysis during FY 2009.
- Root Cause Analysis completion rate within the required 45 days vastly improved to 100% within the last 2 quarters, with an overall timely completion rate of 94% for all 4 quarters.
- 6 of the 8 VISN 20 facilities received NCPS (National Patient Safety) Cornerstone awards. Five facilities received Bronze criteria (Roseburg, Anchorage, Boise, Walla Walla, Portland), for timely completion of required Root Cause Analysis and Aggregate Reviews. One facility received Silver (Spokane) for timely completion of the required number of Root Cause Analysis that include strong Root Cause statement, intermediate or strong action plans and quantifiable outcome measures.
- Timely completion of Patient Safety Alerts and Recalls improved during FY 2009, from 63% in 1st quarter to 100% in 4th quarter.

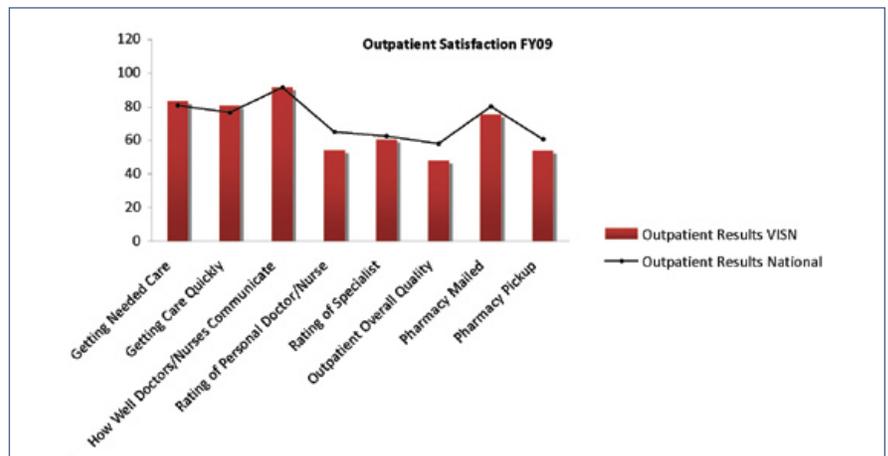
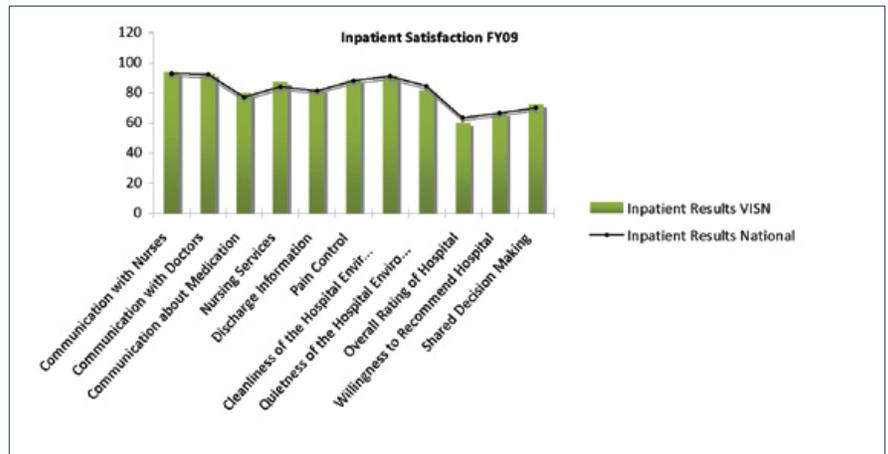
## Accreditation

We maintain compliance with the following national accreditation organizations:

- Joint Commission (JC)
- Accreditation Council for Graduate Medical Education (ACGME)
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC)
- Association for the Accreditation of Human Research Protection Programs (AAHRRPP)
- Commission on Cancer (COC)
- College of American Pathologists (CAP)



## Patient Satisfaction



## 2009 CBOC/Outreach Clinic Expansions

Location	Activity	Date
AK - Mat-Su	Activated	4/09
AK - Homer	Activated	12/09

## 2010 Planned Additional Access Points

Location
Crescent City, CA
Libby, MT
Metro South (Portland), OR
Mountain Home, ID
Newport, OR
South Sound (Chehalis), WA



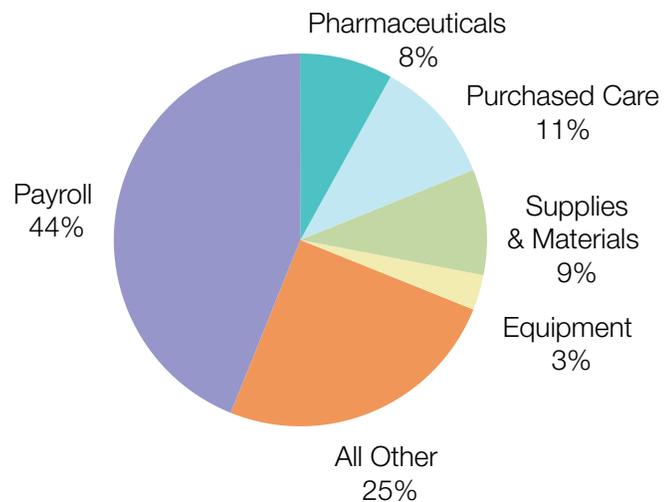
## Budget/Revenue

At the start of FY 2009, VISN 20 received an initial operating budget of \$1.7B, a 9.6% increase over the previous year. Special programs funding grew to \$200M and our facilities collected in excess of \$113M from third party insurance companies and co-payments.

Revenue / Obligations	
Insurance & Co-Pay Collections	\$113,813,647
Personal Services	\$957,591,279
Pharmaceuticals	\$173,895,367
Purchased Care	\$241,668,279
Supplies & Materials	\$190,890,175
Equipment	\$66,221,921
All Other	\$561,971,319
<b>Total</b>	<b>\$2,306,051,987</b>



## Network Spending FY 2009



\$117M was invested in capital upgrades, including minor/major projects, medical equipment, information technology, and maintenance and repair construction projects.

- \$36M for major and minor design/construction projects
- \$22M in medical and information technology equipment
- \$59M for non-recurring maintenance (NRM) projects \*\*

\*\* \$9M of the \$59M NRM towards American Recovery and Reinvestment Act (ARRA) projects



### 3rd Party Insurance Collections

Total = \$113,813,647, national ranking – 7th this year; 10.35% over expected target

Station	Collected	Target	% to Target
White City VAMC	\$3,031,396	\$2,466,224	122.92%
Roseburg HCS	\$8,956,706	\$7,814,355	114.62%
Spokane VAMC	\$9,162,030	\$8,007,476	114.42%
Portland VAMC	\$27,726,961	\$24,338,255	113.92%
Alaska VAHSRO	\$16,019,659	\$14,182,223	112.96%
Puget Sound HCS	\$33,904,958	\$30,940,888	109.58%
Boise VAMC	\$10,778,648	\$10,738,461	100.37%
Walla Walla VAMC	\$4,233,290	\$4,651,177	91.02%

### Other

- Cumulative FTEE was 9,601, a 7% increase over the prior year
- Number of Veterans served increased by 5.16%
- Patient growth was above the national average of 3.05%
- Pharmacy overall prescription drug ingredient costs increased by 6.5%
- Average annual outpatient drug ingredient cost for a VISN 20 patient in FY 2009 was \$699.73
- 10,598,240 prescriptions were dispensed, for a total cost of \$137,671,367



## Employee Development and Satisfaction

In VISN 20, we are committed to developing personal, technical, and interpersonal skills and encouraging creative thinking, flexibility and organizational stewardship.

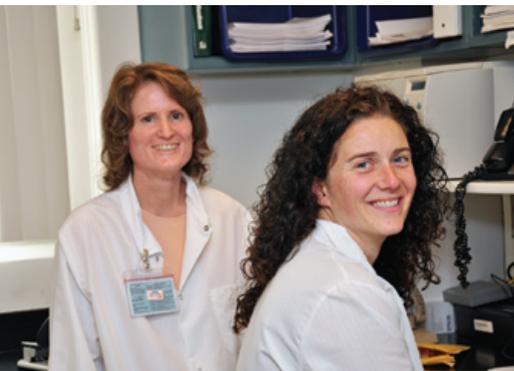
Our workforce development plan is focused on the theme of “Engage, Support and Develop.” This is demonstrated through the variety of developmental programs available to our staff and student trainees. In FY 2009, VISN 20 achieved the following:

- A total of 2,971 participants attended facility or VISN-sponsored educational offerings.
- 259 employees participated in national and local scholarship programs.
- VISN 20 sponsored training to certify 21 new Career Coaches to continue the successful Career Counselor Program.
- 12,082 continuing education credit hours were awarded to 2,157 employees.
- 249 supervisors attended supervisory training. 105 new supervisors completed the pre-test to begin their national training program for a 98.10% completion rate and 128 new supervisors completed their national training program with the highest VA completion rate of 92.97%.
- 21 trainers certified for the national Coaching and Mentoring program to help build a mentoring culture and learning organization.
- 28 graduated from the VISN 20 Executive Development Program (Cohort 4) and 25 participants in Cohort 5 started their project phase and will present their findings in July 2010.
- 26 employees were selected for Cohort 6 of the VISN 20 Executive Development Program which began in July 2009.
- 23 mid- to senior-level managers completed the 15-day leadership training program Core Competency Leadership Series (CCLS) in August 2009.
- 24 mid- to senior-level managers were selected and began the next 15-day rotation of the Core Competency Leadership Program in October 2009.

### VISN 20

#### Employees Are:

- 32.7% Veterans
- Average age of 47.5  
(62% of us are between the ages of 41-60)
- 58% female  
42% male
- 11.2% are persons with disabilities
- 21.42% are minorities
- 245 are Native Americans/  
Alaska Natives
- We have an average of 11 years of service





## 2009 Employee Survey Results

Every year, the VHA administers a comprehensive survey to all employees in order to gauge satisfaction levels. For each of the past several survey cycles, VISN 20 has received some of the highest scores in the country. We recognize that employees who feel challenged and valued are more productive and healthier, and as such, we continually strive to be an employer of choice. For the second year in a row, we ranked highest among networks for Diversity Acceptance. Other top satisfiers included: Type of Work, Co-workers, Senior Management, Work Conditions, Customer Satisfaction and Praise.

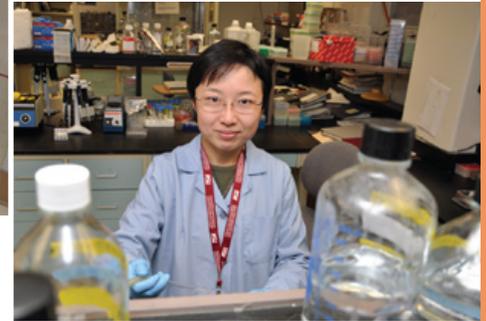
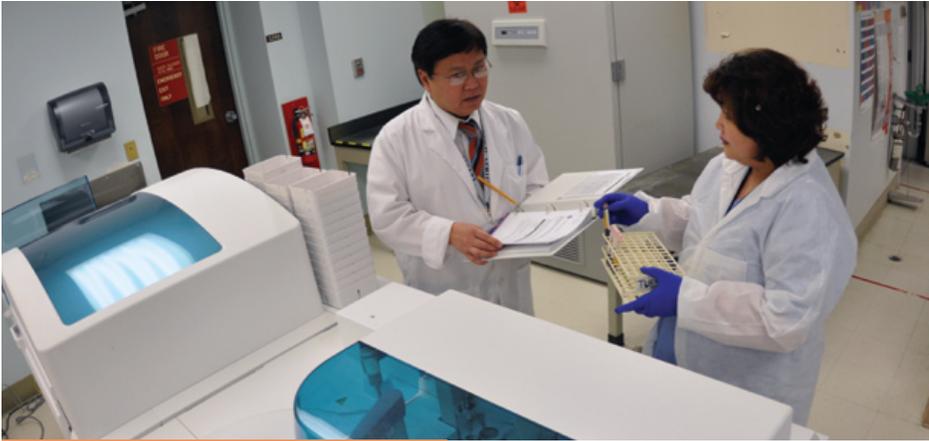
### 2009 All Employee Survey Results

Category	VHA 2009	VISN 2009 Average	VISN 2008 Average	National Ranking
Type of Work	4.16	4.10	4.07	11th
Amount of Work	3.79	3.66	3.65	13th
Pay Satisfaction	3.38	3.33	3.20	8th (tie)
Co-Worker Satisfaction	4.06	4.11	4.06	2nd (tie)
Supervision	3.83	3.82	3.76	5th (tie)
Sr. Management	3.40	3.27	3.28	16th
Promotional Opportunities	3.00	2.93	2.89	11th (tie)
Work Conditions	3.62	3.57	3.52	11th (tie)
Customer Satisfaction	3.98	3.93	3.93	11th
Praise	3.41	3.41	3.36	6th (tie)
Work Quality	4.44	4.40	4.40	10th
Overall Satisfaction	3.89	3.78	3.73	11th
Satisfaction 2 years ago	3.23	3.07	3.05	13th

Scores range from 1-5; 2.75 – 3.25 = average; above 3.5 = very good; above 4 = outstanding



# Research



In VISN 20, we recognize the critical role of research in providing care to Veterans and the need to link in with patient care needs.

Our programs are among VA's most robust and competitive, and include areas of significant importance to Veterans, including diabetes, Alzheimer's disease, multiple sclerosis, limb loss prevention and prosthetics, Hepatitis C, spinal cord injuries and rehabilitation medicine, mental health, addictions treatment, Post-Traumatic Stress Disorder (PTSD), health services/translational research, and deployment health issues. Leadership in these areas enhances our ability to provide state-of-the-art diagnosis and treatment to our patients.

Currently, 250 staff members are principal investigators, with 1,049 active research projects. In FY 2009, VISN 20 facilities received over \$51M in funding from both VA and non-VA sources (including support from the National Institute of Health and other federal agencies, volunteer health organizations, and the pharmaceutical and biotechnology industries). This strong, diversified base of support maintains our competitive edge as a leader in world-class research and the understanding of disease.

## National Research Centers

**Center for the Study of Chronic, Co-Morbid Mental & Physical Disorders**

**Northwest Center for Outcomes Research in Older Adults**

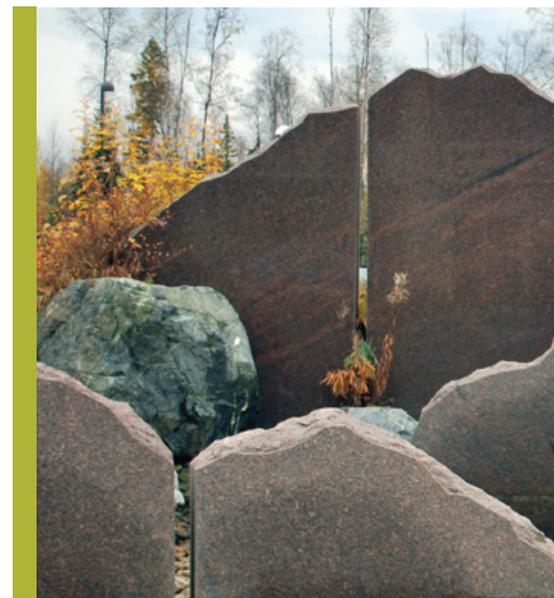
**Parkinson's Disease Research Education & Clinical Center**

**Center for Limb Loss Prevention & Prosthetic Engineering**

**National Center for Rehabilitative Auditory Research**

**Mental Illness Research Education & Clinical Center**

**Multiple Sclerosis Center of Excellence**



# Leadership Changes

2009 brought a number of changes in leadership to our Network as we welcomed the following:



Shelia Meuse



David Donnelley



William Campbell



William Nelson

## ASSOCIATE DIRECTOR

### Shelia Meuse

*Southern Oregon Rehabilitation Center & Clinics*

## CHIEFS OF STAFF

### David Donnelly, MD

*Southern Oregon Rehabilitation Center & Clinics*

### William Campbell, MD

*VA Puget Sound Health Care System*

### William Nelson, MD

*VAMC Spokane*



## Our Invaluable Volunteers

The VA NW Health Network relies on the generosity of volunteers who allow us to continue to provide exceptional services to our nation's Veterans. In FY 2009, the total number of regularly scheduled volunteers was 4,044. FY 2009 facts include:

**Volunteer Hours:** 384,132

**Volunteer Driver Hours (included in figure above):** 108,431

**FTEE Equivalent:** 184.06

**Volunteer Hours Value:** \$7,778,673

**VTN (Volunteer Transportation Network):**

**Miles Driven:** 1,715,914

**Veterans Transported:** 62,973

**Cash Donations:** \$459,170

**All Other Donations:** \$3,501,149

**Total Donations:** \$3,960,319

Our most heartfelt appreciation goes out to everyone who has given of themselves so graciously. For information about volunteer opportunities within VISN 20, please contact your local facility.

*Note: Donations made through Voluntary Services are earmarked exclusively for the general welfare of Veterans.*



# OIF/OEF Overview and Summary of Outreach Effort

FY 2009 brought the total of OIF/OEF separated Veterans to 1,049,540. 46% (480,324) of these Veterans have obtained VA health care since FY 2002. Of these, 95% (456,122) have been seen as outpatients not hospitalized, the remaining 5% (24,202) have been hospitalized.

In FY 2009, VISN 20 facilities had recorded 16,308 enrollees and 26,355 OIF/OEF Veterans treated, 5.5% of the national figure.



## Most Requested OIF/OEF Services within VISN 20

- Medical Care
- Assistance with C&P claims
- Financial
- Employment
- Dental
- Someone who understands
- Education
- Mental Health Issues
- Marital Counseling

## Mental Health Diagnosis among OIF/OEF Utilizers Nationwide

PTSD	120,480
Depressive Disorders	83,671
Neurotic Disorders	68,009
Affective Psychosis	48,368
Nondependent Drug Abuse	37,921
Alcohol Dependence	22,261
Special Symptoms	13,298
Sexual Disorders	11,436
Persistent Mental Disorders due to Conditions Classified Elsewhere	10,848

High rates of VA health care utilization by recent OIF/OEF Veterans reflect the fact that they have ready access to VA health care, which is free of charge for five years following separation for any health problem possibly related to wartime service.

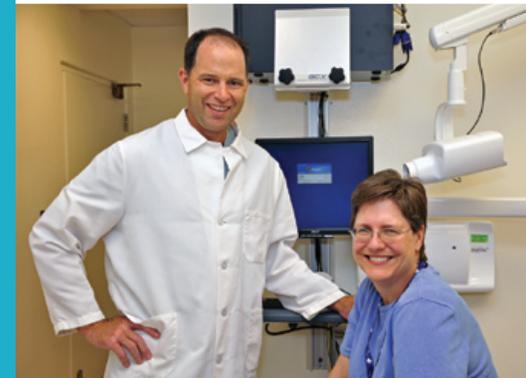
Also, an extensive outreach effort has been developed by VA to inform Veterans of their benefits, including the mailing of a personal letter from VA's Secretary to war Veterans identified by the Department of Defense when they separate from active duty and become eligible for care.

When a combat Veteran's five-year health care eligibility passes, the Veteran will be moved to their correct priority group and charged all co-payments as applicable. If their financial circumstances place them in Priority Group 8, their enrollment in VA will be continued, regardless of the date of their original VA application.



## Outreach Efforts

- Since August 2003, VISN 20 has supported the placement of VHA social worker liaisons at Madigan Army Medical Center to ensure a successful transition for returning service personnel. These employees work closely with specifically assigned Points of Contact at each of our facilities and the Network office. Our goal is to continue this important partnership as a means of encouraging those who are returning home from military commitments to pursue post-deployment support.
- VISN 20 is an active participant in three Memoranda of Understanding (MOU), initiated by the states of Washington, Oregon and Idaho to ensure that various agencies work together to provide timely and comprehensive social, mental and health care services for military members and their families upon return from Iraq and Afghanistan. Participants include State Departments of Veterans Affairs, Departments of Defense/Military and Employment; US Department of Labor; Veterans Benefits and Health Administrations; state Veterans service providers; the National Guard and the Reserve.
- The VA Puget Sound Health Care System Integrated Post Combat Care (IPCC) Clinic follows the care of Veterans (active duty, National Guard and Reservists) experiencing unique health concerns related to their specific military deployment. This care is provided even if the Veteran is receiving care outside a VA setting.
- The VA has adopted the Puget Sound Health Care System model for Integrated Post Combat Care (IPCC); Dr. Steve Hunt, IPCC Director, has become the leader of this national movement.
- Puget Sound is a Network Polytrauma Center, approved to coordinate the care and services required to meet the needs of the amputee population and assure that patients have access to the same high level of care across the Network. The facility is also responsible for implementing care that transitions individuals back into their home communities.
- Three VISN 20 facilities have been designated as Polytrauma Support Clinic Teams: Boise, Portland and Spokane. These sites have a full range of services to support OEF/OIF seriously injured Veterans, in conjunction with the Network Polytrauma Center.
- VISN 20 continues to sponsor yearly OEF/OIF Summits. Participants include Program and Case Managers and Transition Patient Advocates, Vet Center Social Workers, State OEF/OIF Transition Advisors, National Guard/ Reserve personnel, Warrior Transition Unit staff, and OEF/OIF Veterans. This year's focus was to address medical issues of new Veterans, to share best practices in developing a systematic approach to service delivery, examine bio-psychosocial issues of OEF/OIF Veterans and offer continuing education for staff on business planning and VA's funding model.



- VISN 20 facilities hosted 7 Post-Deployment Health Reassessment (PDHRA) events in FY 2009. 14 Yellow Ribbon Reintegration Programs and 34 Family Support, Welcome Home & Benefit Briefings.

In total, over 4,400 Veterans and family members were seen at events this year.



VISN 20 is proud to honor the military service of our 942 employees serving in either Active Duty Military Retired (610); and National Guard/Reserves Retired (117) or Drilling/Inactive Ready Reserve (IRR)/Standby (215). These employees comprise 10.7% of our staff. During Operations Iraqi and Enduring Freedom, they stand ready to serve our country and are subject to recall.

## Native American Partnerships

The Pacific Northwest and Alaska are rich in their native cultures, and VISN 20 is strongly committed to our Native American and Alaska Native Veterans. In that regard, increased efforts have been made in recent years to partner with the more than 240 tribes inhabiting the states that comprise our network. 2009 activities included:

- Continuation of VISN-sponsored Tribal Veteran Representative (TVR) training in Coeur d'Alene, ID. To date, VISN 20 has trained close to 200 Native American TVRs.
- Maintenance of sweat lodges on 4 campuses (Boise, Spokane, Walla Walla and White City).
- Continuation of Telemental health services at Colville, WA community hospital (near the Colville Tribal Nation).
- Continuation of MOU with Alaska and Portland Indian Health Service to support national partnership goals.
- Alaska Federal Health Care Partnership, in conjunction with the Alaska VA, sponsored educational sessions on healthy lifestyles and customer service.
- Regular attendance of VISN and facility executive staff to quarterly meetings of the Northwest Area Indian Health Board, comprised of 43 tribes from Oregon, Idaho, and Washington States.
- Network Director presentation to the Alaska Native Health Board regarding VA programs and services in Alaska.
- Portland VAMC sponsored an enrollment/information clinic for the Confederated Tribes of Warm Springs.
- Introduction of the Home-Based Primary Care (HBPC) program to serve members of the Confederated Tribes of Warm Springs.
- Staff from the Puget Sound HCS provided training on military culture to members of the Seattle Indian Health Board.
- Mental Health staff from the Alaska VA HCS provided training on reintegration issues, PTSD and TBI to the Bristol Bay Area Native Health Corporation.
- Peer to Peer Mental Health consultation established between providers at the Alaska VA HCS and the Yukon-Kuskokwim Health Corporation.
- Regular attendance of VISN and Puget Sound HCS staff at quarterly meetings of the Joint American Indian Veterans Advisory Council to share information with Tribal Veteran Representatives.
- Created position of Rural Veteran Liaison to have a community-based liaison between Veterans and the VA. The first hire was placed in Bethel, AK.
- Representatives of the Portland VAMC attended a Veterans' powwow hosted by the Confederated Tribes of Grand Ronde.
- Continued sponsorship of Camp Chaparral, now in its 16th year. The Yakama Nation hosts the event on its sacred grounds which focuses on explaining aspects of the American Indian culture and traditions and how they can affect clinical outcomes, and identifying the effects of PTSD and physical wounds on Native Veterans. VA clinical and administrative participants are able to describe the clinical implications of using traditional healers and elders, demonstrate increased personal sensitivity to American Indian Veterans and communicate with them about their health care needs. To date, VISN 20 has contributed over \$650,000 to Camp Chaparral and trained in excess of 880 staff members.



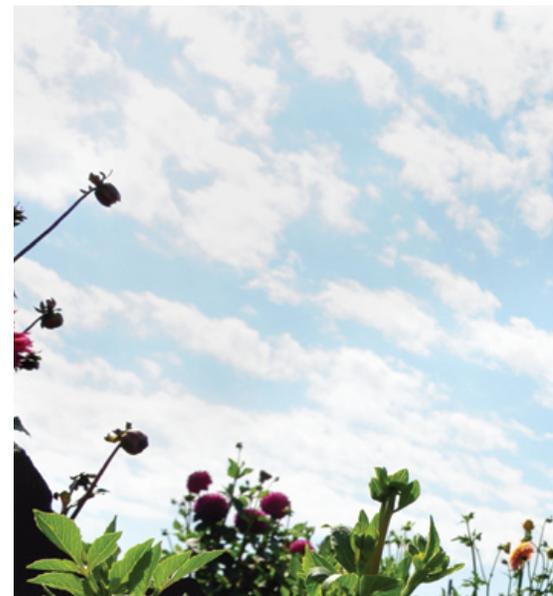
# 30th Annual National Veterans Wheelchair Games

The largest annual wheelchair sports event in the world took place in Spokane, Washington, July 13-18, 2009. Open to Veterans with spinal cord injuries and other disabilities that require use of a wheelchair, the Games promote rehabilitation, wellness and camaraderie through intense athletic competition. The spirit, determination and athleticism on display was truly inspiring.

In total, over 500 athletes participated, and 3,500 volunteers from the Spokane community and across the VISN came out in force to make the event one for the record books. The Games have produced a number of national and world-class champions, and provided opportunities for newly disabled Veterans to gain sports skills and be exposed to other wheelchair athletes. Usually, one quarter of the competitors have never before participated in any type of

organized wheelchair sports competition. Competitive events include swimming, table tennis, weightlifting, archery, air guns, basketball, nine-ball, softball, quad rugby, bowling, hand cycling, wheelchair slalom, power soccer, a motorized wheelchair rally and track and field. A golf exhibition event was an added draw. In each event, athletes compete against others with similar athletic ability, competitive experience or age.

Sponsored by the VA and the Paralyzed Veterans of America, with financial assistance from corporate, civic and Veterans Service Organizations, the goal of the Games is to improve the quality of life for Veterans with disabilities and foster better health through sports. Everywhere you turned in Spokane during this magical week, the smiling faces of Veterans, volunteers and Spokane employees spoke volumes. On day five of the event, a Veteran positioned himself outside the Convention Center holding a sign that read "THANK YOU SPOKANE."



# Congressional Delegations

## **ALASKA**

Senator Mark Begich (D)

Senator Lisa Murkowski (R)

Congressman Don Young (R-At Large)

## **IDAHO**

Senator Mike Crapo (R)

Senator Jim Risch (R)

Congressman Walter Minnick (D-1st)

Congressman Mike Simpson (R-2nd)

## **OREGON**

Senator Jeff Merkley (D)

Senator Ron Wyden (D)

Congressman David Wu (D-1st)

Congressman Greg Walden (R-2nd)

Congressman Earl Blumenauer (D-3rd)

Congressman Peter DeFazio (D-4th)

Congressman Kurt Schrader (D-5th)

## **WASHINGTON**

Senator Patty Murray (D)

Senator Maria Cantwell (D)

Congressman Jay Inslee (D-1st)

Congressman Rick Larsen (D-2nd)

Congressman Brian Baird (D-3rd)

Congressman Doc Hastings (R-4th)

Congresswoman Cathy McMorris Rodgers (R-5th)

Congressman Norm Dicks (D-6th)

Congressman Jim McDermott (D-7th)

Congressman Dave Reichert (R-8th)

Congressman Adam Smith (D-9th)



## Facility Listing

### VISN 20 Office

1601 E. 4th Plain Blvd.,  
 Building 17, 4th Floor, Suite 402  
 Vancouver, WA 98661  
 Phone: (360) 619-5925  
 Fax: (360) 737-1405



## Medical Centers

### Alaska – Alaska VA Health Care System and Regional Office

2925 DeBarr Road  
 Anchorage, AK 99508  
 Phone: (907) 257-4700  
 Fax: (907) 257-6774

### Idaho – Boise VA Medical Center

500 West Fort Street  
 Boise, ID 83702  
 Phone: (208) 422-1000  
 Fax: (208) 422-1157

### Oregon – Portland VA Medical Center

3710 SW U.S. Veterans Hospital Road  
 Portland, OR 97239  
 Phone: (503) 220-8262  
 Fax: (503) 273-5319

### VAMC Portland – Vancouver, WA Campus

1601 E. 4th Plain Boulevard  
 Vancouver, WA 98661  
 Phone: (360) 696-4061  
 Fax: (503) 273-5319

### Roseburg VA Medical Center

913 NW Garden Valley Boulevard  
 Roseburg, OR 97470  
 Phone: (541) 440-1000  
 Fax: (541) 440-1225

### Southern Oregon Rehabilitation Center and Clinics

8495 Crater Lake Highway  
 White City, OR 97503  
 Phone: (541) 826-2111  
 Fax: (541) 830-3500

### Washington – Puget Sound Health Care System

#### American Lake Campus

9600 Veterans Drive  
 Tacoma, WA 98493  
 Phone: (253) 582-8440  
 Fax: (253) 589-4101

#### Seattle Campus

1660 S. Columbian Way  
 Seattle, WA 98108-1597  
 Phone: (206) 762-1010  
 Fax: (206) 764-2224

#### Spokane VA Medical Center

4815 N. Assembly Street  
 Spokane, WA 99205-6197  
 Phone: (509) 434-7000  
 Fax: (509) 434-7100

#### VAMC Walla Walla

77 Wainwright Drive  
 Walla Walla, WA 99362  
 Phone: (509) 525-5200  
 Fax: (509) 527-3452

## Community Based Outpatient Clinics (CBOCs) and Outreach Clinics

### Alaska

**Fairbanks Alaska CBOC**  
**Bassett Army Community Hospital**  
Bldg. 4076, Neeley Road, Room 1J-101  
Fort Wainwright, AK 99703  
Phone: (907) 361-6370  
Fax: (907) 353-6372

**Juneau Alaska Outreach Clinic**  
General Federal Building, Room 259  
709 W. 9th Street  
Juneau, AK 99801  
Phone: (907) 586-7472  
Fax: (907) 586-7469

**Kenai Alaska CBOC**  
11312 Kenai Spur Highway, Suite 39  
Kenai, AK 99611  
Phone: (907) 395-4100  
Fax: (907) 283-4236

**Mat-Su CBOC**  
8654 N. Seward Parkway, Suite 105  
Wasilla, AK 99654  
Phone: (907) 631-3100  
Fax: (907) 631-3101

### Idaho

**Canyon County – Caldwell Idaho CBOC**  
120 East Pine Street  
Caldwell, ID 83605  
Phone: (208) 454-4820  
Fax: (208) 454-4859

**Coeur d’Alene CBOC**  
2177 N. Iron Wood Center Drive  
Coeur d’Alene, ID 83814  
Phone: (208) 665-1701  
Fax: (208) 667-8649

**Lewiston CBOC**  
1630 23rd Avenue, Bldg. 2  
Lewiston, ID 83501  
Phone: (208) 746-7784  
Fax: (208) 798-8652

**Salmon Outreach Clinic**  
111 Lillian Street #203  
Salmon, ID 83467  
Phone: (208) 756-8515  
Fax: (208) 756-8385

**Twin Falls CBOC**  
260 2nd Avenue East  
Twin Falls, ID 83301  
Phone: (208) 732-0959  
Fax: (208) 732-7480



## Community Based Outpatient Clinics (CBOCs) and Outreach Clinics — continued

### Oregon

#### Bandon CBOC

1010 1st Street, SE, Suite 100  
Bandon, OR 97411  
Phone: (541) 347-4736  
Fax: (541) 347-1098

#### Bend CBOC

Morningside Medical Building  
2115 Wyatt Court, Suite 201  
Bend, OR 97701  
Phone: (541) 382-9110  
Fax: (541) 389-5459

#### Brookings CBOC

555 5th Street  
Brookings, OR 97415  
Phone: (541) 412-1152  
Fax: (541) 412-1842

#### Burns Outreach Clinic

559 W. Washington  
Burns, OR 97720  
Phone: (541) 573-8869

#### East Metro Portland CBOC

10535 NE Glisan Street  
Gateway Medical Bldg., 2nd Floor  
Portland, OR 97220  
Phone: (503) 721-1007  
Fax: (503) 252-9422

#### Eugene CBOC

100 River Avenue  
Eugene, OR 97404  
Phone: (541) 607-0897  
Fax: (541) 607-7573

#### Grants Pass Outreach Clinic

3 Rivers Medical Plaza  
520 SW Ramsey Ave., Suite 102  
Grants Pass, OR 97527  
Phone: (541) 955-5551  
Fax: (541) 955-7171

#### Hillsboro CBOC

1925 Amberglen Parkway, 3rd Floor  
Hillsboro, OR 97006  
Phone: (503) 906-5006  
Fax: (503) 906-5181

#### Klamath Falls CBOC

2819 Dahlia Street  
Klamath Falls, OR 97601  
Phone: (541) 273-6206  
Fax: (541) 273-6207

#### La Grande CBOC

202 12th Street  
La Grande, OR 97850  
Phone: (541) 963-0627  
Fax: (541) 963-2809

#### Lakeview Outreach Clinic

VFW Post 4070  
1130 N. 4th Street  
Lakeview, OR 97630  
Phone: (541) 273-2602

#### North Coast CBOC

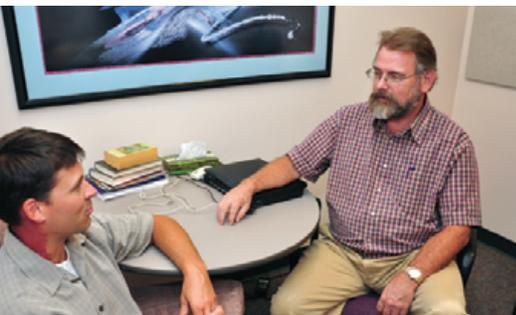
91400 Rilea Neocoxie Road, Bldg. 7315  
Warrenton, OR 97146  
Phone: (503) 861-9513  
Fax: (503) 861-9528

#### Salem CBOC

1660 Oak Street SE  
Salem, OR 97301  
Phone: (503) 316-8817  
Fax: (503) 316-9037

#### The Dallas Outreach Clinic

700 Veterans Drive  
The Dallas, OR 97058  
Phone: (541) 296-7190





## Washington

### Valor CBOC Bellevue

13033 Bel-Red Road, Suite 210  
Bellevue, WA 98005  
Phone: (425) 214-1055  
Fax: (425) 453-1619

### Bremerton CBOC

925 Adele Avenue, Suite C  
Bremerton, WA 98312  
Phone: (360) 782-0129  
Fax: (360) 377-8029

### Valor CBOC Federal Way

34617 11th Place South, Suite 301  
Federal Way, WA 98003  
Phone: (253) 336-4142  
Fax: (253) 838-3006

### Valor CBOC North Seattle

12360 Lake City Way NE, Suite 200  
Seattle, WA 98125  
Phone: (206) 384-4382  
Fax: (206) 440-3137

### Port Angeles Outreach Clinic

1005 Georgianna Sreet  
Port Angeles, WA 98362  
Phone: (360) 565-9330  
Fax: (360) 457-0618

### Richland (Tri Cities) CBOC

825 Jadwin Avenue, Suite 250  
Richland Federal Building, 2nd Floor  
Richland, WA 99352  
Phone: (509) 946-1020  
Fax: (509) 946-0827

### Wenatchee CBOC

2530 Chester-Kimm Road  
Wenatchee, WA 98801  
Phone: (509) 663-7615  
Fax: (509) 663-7516

### Yakima Clinic CBOC

717 Fruitvale Boulevard  
Yakima, WA 98902  
Phone: (509) 966-0199  
Fax: (509) 966-4266

### NW Washington – Mount Vernon

3075 13th Street, Suite 200  
Mt. Vernon, WA 98273  
Phone: (360) 848-8500  
Fax: (360) 856-9080





A tribute to our Veterans and to the facilities throughout our network that support them, our inspiration for the VISN 20 2009 Annual Report is drawn directly from the artwork created by our patients, and adorning our facilities.

Reflective of the unique character of each location, the art also serves as a testament to the power of healing each facility provides. It is a tribute to their service, to all our Veterans. We are proud to acknowledge and showcase the achievements of patients and employees alike to the stakeholders who hold a vested interest in our organization's success.



**VA NW Health Network**  
[www.visn20.med.va.gov](http://www.visn20.med.va.gov)

